



Reset Password

To reset your password, complete the following steps:

1. From the FMS Single Sign On page, click **Forgot your Password?**. The *Forgot your Password* page appears.
2. Click **Click here to access ITIM** for FMS Employees and Non-FMS Employees who use ITIM. The *Self-Service Account/Password Reset* page appears.
3. Enter your **User ID** and click **Submit**.
4. Click **Close Browser**.



Application Tip

You will receive an email (Resetting your Forgotten Password) to your official email address with further instructions to complete the Self-Service Account/Password Reset process.

5. Check your email. After you received the email link to reset your password, copy and paste the entire link (including the equal sign “=”) in the web browser. The *Answer Challenge/Responses Questions Provide Responses* page appears.



Application Tip

Check your **Junk E-mail** folder if you do not receive an email with your password. It is recommended that you add itim@fms.treas.gov to your **Safe Senders** or **Safe Recipients** list.



Application Tip

The email is generated by an automated notification system. The link expires 24 hours after creation after which the process needs to be reinitiated.

6. Enter your answers for the challenge questions and click **Reset My Password**. The *Answer Challenge/Response Questions – Change Password* page appears.

**Application Tip**

Three invalid attempts to answer your challenge questions will result in your account being locked. If your account is locked, call the Customer Support at 866-984-7920 or DSN 510-428-6824, Options 1, 2, 4 to re-activate your account.

7. Enter your **New Password** and **Confirm New Password** and click **Change My Password**. The *Challenge/Response Questions – Completed* page appears.
8. Click **Close Browser**.